



Job Description: **Customer Service / Cashier**

Reports to: Cash Team Leader

Does this sound like you? If so, apply today!

You're the kind of person that loves engaging with other people: You're never shy about talking to strangers. Smiling just comes natural to you! You always want to make a great impression on customers and make sure they feel welcome and taken care of. Manners are important to you both in face-to-face encounters and on the phone. In fact, juggling phone calls and the customer standing in front of you in a professional manner is a skill you've mastered. You're never too busy to make sure a customer gets exactly what they need.

You're computer savvy and have two years of register experience. Handling cash, making calculations and properly counting back change is no problem for you. You like keeping things tidy and will make sure that between customers you keep the register areas tidy and stocked with cashier supplies. Plus, you're independently motivated: You don't need someone reminding you about your daily duties.

You might have some gardening experience...but if you don't then you at least have an interest in learning. You're not afraid to be honest when you don't know the answer and have no problem linking the customer up with sales staff that can help. You're looking for a part time or full time job and are available to work weekends. Heat and rain don't bother you because you prefer being outdoors.

Are you inexperienced on the register but have a passion for wanting to work at an independent garden center? Tell us your story and we'll happily consider your application!

Key Job Responsibilities:

1. Greet our customers with a smile!
2. Check out customers accurately and efficiently and suggest add-on sales as warranted. Cashier duties according to cashier operating procedures.
3. Answer the phone when assigned.
4. Offer product information as best you can but direct customers to more experienced staff to answer in-depth questions.
5. Maintain cash area and supplies in a clean and orderly manner.
6. Stay informed on product availability and location by department SAL/Staff.
7. Communicate product pricing problems, supplies needs, and urgent customer needs to supervisor quickly and with care.



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8. Assist with plant maintenance, pricing, cleanup, customer-service and facility maintenance.
 9. During slow times, you may:
 - a. Increase your product knowledge
 - b. Work in display gardens
 - c. Ask your leader for other tasks you can do
 10. Stay aware of customer needs and only leave the tent with clear communication when there are plenty of other cashiers
 11. Fill out Weekly Reports before or on Sundays